



# Alta Municipal Utilities

*Established 1895*

223 Main St.  
Phone: (712) 200-1122

Alta, IA 51002  
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June 12, 2012

To: Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 – 12<sup>th</sup> Street, NW  
Washington, DC 20554

Administrator  
Universal Service Administrative Company  
2000 L Street, NW, Suite 200  
Washington, DC 20036

Secretary  
Iowa Utilities Board  
1375 E. Court Avenue  
Des Moines, IA 50319

RE: WC Docket No. 10-90  
Reporting Requirements Pursuant to 47 CFR § 54.313(a)(2) through (a)(6) and (h)

The attached information is being submitted by Alta Municipal Utilities pursuant to WC Docket No. 10-90 as specified in Public Notice DA 12-279 released on May 8, 2012.

Please contact me if you have any questions.

Sincerely,

Randy Tilk  
Utility Manager

Attachment

**47 CFR § 54.313 Annual Report  
WC Docket No. 10-90**

Name of Company: Alta Municipal Utilities

Address of Company: 223 Main Street

Study Area Code (SAC): 359024

Name and Title of Officer Certifying Information: Randy Tilk, Utility Manager

**§ 54.313(a)(2) – Outage Information**

The Company had **one** outage in the year 2011 of at least 30 minutes in duration that affected at least ten percent of its end users or that affected a 911 special facility. Following is detailed information on the outage(s):

- Date and time: September 2011
- Description of outage and its resolution: Cisco Node overheated, received alarm and tech went out and realized node overheated and had to be replaced
- Particular services affected: Phone outage
- Geographic areas affected: Alta, IA Altatec customers
- Steps taken to prevent similar situation: Replaced Node and have alarms monitored
- Number of customers affected:

**§ 54.313(a)(3) – Unfulfilled Requests for Service**

The Company did not have any unfulfilled service requests during the year 2011.

**§ 54.313(a)(4) – Complaints**

The Company had 0 complaints per 1,000 connections (fixed or mobile) for the year 2011.

**§ 54.313(a)(5) – Service Quality and Consumer Protection**

The Company certifies that it is complying with applicable service quality standards and consumer protection rules.

**§ 54.313(a)(6) – Emergency Situations**

The Company certifies that it is able to function in emergency situations as set forth in § 54.202(a)(2). Specifically, the Company has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

**§ 54.313(h) – Incumbent Local Exchange Carrier Voice Rate Data Effective June 1, 2012** - Include only information for residential rates (including any state fees) that are below the Local Urban Rate Floor of \$10.00

Not applicable since the Company is a CLEC.

I, Randy Tilk, certify that I am an officer of the company named above and that I can certify under penalty of perjury to the accuracy of the information provided herein and make the certifications required by § 54.313.

  
\_\_\_\_\_  
Signature of Certifying Officer

\_\_\_\_\_  
Randy Tilk  
Name

\_\_\_\_\_  
Utility Manager  
Title

\_\_\_\_\_  
June, 12, 2012  
Date